

ABSTRACTSYSTEM AND METHOD FOR ACQUISITION, STORAGE AND DELIVERY OF
COMMUNICATIONS USAGE DATA FROM COMMUNICATIONS RESOURCES

A data acquisition, storage and delivery system comprising a networked computing means on which is provided an acquisition agent with access to usage data (log files, databases, real-time status information, alarms etc) from a plurality of communications resources (arranged to produce communications usage data), a storage agent arranged to retain the usage data from the plurality of communications resources, and a delivery agent that delivers the usage data, in various ways, to a variety of subscribing management systems. A database is preferably provided to hold configuration information for the acquisition, storage and delivery agents. Suitable communications resources include PBX telephone systems, IP telephony systems, email servers, proxy servers, firewalls, routers, web servers, mobile telephony and other emerging media.

(Fig 1)